

This action is very detrimental to the normal process flow in our organization regarding communication with customers and prospective customers. Fax is a very efficient manner in which to communicate with our customers and the proposed guidelines are overly demanding, costly, and impossible to adequately manage given our large customer base.

This new regulation will cause more problems to our customers than us. Now we'll have to get their permission to send them quotes they expect on a regular basis. It will also waste the time of their and our employees to keep records of letters -- generate more paperwork for all. This will only hinder us in our relations with regular customers.